Home Office

AUTHORITY: The Secretary of State for the Home Department

Volume 3

Schedule D

Part 1
Service Specification for Travel Services

ITT DOCUMENT LIST

Volume	Title
Volume 1	Instructions to Tenderers
	Appendix: Non-Collusion Certificate & Bid Forms
Volume 2	Evaluation Criteria
Main Contract	Services Agreement
Schedules to Volume 3	SCHEDULE A Insurance
	SCHEDULE B Mobilisation & Permit to Operate
	SCHEDULE C Interim State
	SCHEDULE D Service Specification **Part 1: Service Specification** Part 2: Service Provider's Response
	SCHEDULE E Form of Parent Company Guarantee
	SCHEDULE F Payment Mechanism
	SCHEDULE G Performance Evaluation & Service Unavailability
	SCHEDULE H Innovation and Partnering Agreement
	SCHEDULE I Commercially Sensitive Information
	SCHEDULE J Dispute Resolution Procedure
	SCHEDULE K Permitted Sub-contractors and Sub-contracts
	SCHEDULE L Change Control Procedures
	SCHEDULE M Named Representatives
	SCHEDULE N Demobilisation
	SCHEDULE O Service Improvement
	SCHEDULE P Financial Distress
	SCHEDULE Q Financial Reports & Audit Rights
	SCHEDULE R IT Systems Requirement Part 1: IT Systems Requirement Part 2: Service Provider's Response
	SCHEDULE S Contract Management
Volume 4	Data Room

CONTENTS

1. INTRODUCTION 9
   1.1 General 9
   1.2 Clarification of Contract Roles 9
   1.3 Clarification of Operational Service Roles 9
2. MANAGEMENT SERVICE REQUIREMENTS 10
   2.1 Aims and objectives of management Service 10
   2.2 Scope of management Service 10
   2.3 General Management Service operational requirements 10
   2.4 Service Delivery Plans 10
   2.5 Systems and Procedures 12
   2.6 Quality management 12
   2.7 Effective Joint Working and Service improvement 13
   2.8 Performance Monitoring 14
   2.9 Performance Reporting 15
   2.10 Service Performance Data 16
   2.11 Authority Performance Monitoring Audits 16
   2.12 Help Desk Service 16
   2.13 Communications and Reporting 18
   2.14 Customer satisfaction procedures 20
   2.15 Complaints procedure 20
   2.16 Staff and Development 20
   2.17 Integration with Authority Policies and Operations 20
   2.18 Record and data management 20
   2.19 Health and Safety 21
   2.20 Environmental Management 21
   2.21 Contingency Planning 21
3. TRAVEL SERVICE REQUIREMENTS 23
   3.1 Aims and objectives of travel Service 23
   3.2 Scope of Travel Services 23
   3.3 Hours of Operation 23
   3.4 Service specific Systems and procedures 23
   3.5 Travel Management Electronic Booking System 24
   3.6 Service Provision - Scheduled Travel Process 24
   3.7 Service Provision – Charter Process 29
   3.8 Hotel bookings 36

DEFINITIONS AND ABBREVIATIONS

The following is a list of the key definitions and abbreviations used throughout this document.

Term	Definition
Approved Circulation List	The list of authorised recipients as directed in writing by the Contract Administrator on a per report basis.
Authority	This refers to the contracting authority which is the Secretary of State for the Home Department
Assisted Departures Team (ADT)	Assisted Departures Team (ADT). A team that manages a scheme which enables persons choosing to leave the UK voluntarily via the Assisted Departure Scheme. This scheme is supported by the Services delivered under the Contract.
Assisted Departures Scheme	A scheme which is supported by the Services delivered under the Contract.
Benchmark Ticket Price(s)	means the ticket prices provided to the Service Provider by the Authority on a regular basis for the purposes of benchmarking against ticket prices purchased under this Contract.
Benchmark Commission Rate(s)	means the Carrier Commission rates provided to the Service Provider by the Authority on a regular basis for the purposes of benchmarking against actual Carrier Commission Rates received under this Contract.
Best Value Process	The process detailed in Annex D, by which the Authority shall determine the best value removal package to be booked by the Service Provider.
Booker	Individual authorised to book tickets for a Public Expense Removal. This is not always the Case Owner
Broker	means a party that functions as an intermediary between the Service Provider and the Charter Company in negotiating agreements relating the procurement of Charter Flights.
Criminal Casework (CC)	Criminal Casework. A specific case working area within Immigration Enforcement.
Carrier	Provider of air, sea, car or rail travel.
Case Owner	Authority representative who is responsible for a Detainee's case.
Charter	means the leasing of an aircraft or other mode of transport for the specific and exclusive use of the undertaking Authority business.
Charter Provider Cancellation Event	Instances where the Service Provider or Charter Company may cancel a Charter flight, without incurring a financial deduction under the terms of this contract. Charter Provider Cancellation Events shall be strictly limited to the situations specified in clause 3.7.16 in this schedule D, which create delays/unavailability effecting the Charter Aircraft only.

Charter Company	Any Party subcontracted by the Service Provider to deliver a Charter.
Charter Contract	Contract terms and conditions implemented between the Service Provider and any Charter Company
Charter Programme	A list or “Charter Calendar” of one or more flights detailing destinations and dates of required Charter flights as specified by the Authority
Contract	A contract for travel Services made between the Authority and the successful Bidder for the provision of travel Services
Contract Administrator	A representative of the Service Provider or the Authority whose name appears at Schedule M
Contract Month	Any month in a Contract Year provided that: a) the first Contract Month shall commence on the date upon which the Commencement of Full Operations fall and ends on the last day of the month in which the Commencement of Full Operations occurs; and b) the last Contract Month shall begin on the first day of the month in which the last day of the Contract Term occurs and end on the last day of the Contract Term.
DAC	Detained Asylum Casework. A specific case working area within UK Visas & Immigration (UKVI)
Daily Report	The report to be issued daily by the Service Provider containing the information set out in Appendix B to this Schedule D.
DCO	Detainee Custody Officer
DEPMU	Detainee Escorting and Population Management Unit. An Immigration Enforcement team managing detainee moves and IRC management.
Detainees	Persons who are detained in the United Kingdom under Immigration Act powers
Electronic Request Form (ERF)	shall have the meaning given in paragraph 3.5.2(a) of this Schedule
Escort Services	Escorting services, which include the provision of medical care to Detainees for all or part of their journey
Escort Services Provider	The provider of Escort Services to the Authority.
Escort Staff	Personnel provided by the Escort Provider and /or the Authority for the purposes of Escort Services
Family Team	A specific case working area within Immigration Enforcement.
FRS	Facilitated Return Scheme. A scheme in which persons with criminal convictions can choose to leave the UK voluntarily This scheme is supported by the Services delivered under the Contract.
Holding Rooms/Areas	Areas or rooms allocated at each port for the holding of persons either awaiting a decision as to whether entry to the United Kingdom will be allowed, or held pending removal to an IRC or from the United Kingdom, whether such area or

	room is in an asylum screening unit, a reporting centre or otherwise;
Home Office Reference Number	File Reference number generated internally by the Home Office to identify a Removal, consisting of the first letter from applicant's family name, followed by sequence of numbers
Hours of Operation	The hours the Service shall operate
Immigration Compliance and Enforcement Teams (ICE Teams)	Immigration Compliance & Enforcement team. Operational arrest teams
Immigration Acts	Shall have the meaning given to it in section 61 of the UK Border Act 2007
Information Hub	Home Office Information HUB, will be a tool designed and developed by the Authority. It will be the means by which information will be transferred between the travel and escorting provider. It will comprise of activity flow (including KPI's, SLA management), staff guidance and Editor, returnee profile tool, booking request /cancellation, travel reporting, travel search tool and exit check report. The HUB will interface to other Home Office services (Shared data platform, Escort Service Provider (ESP) and Travel Service Provider (TSP).
IRC	Immigration Removal Centre
ITT	The Invitation to Tender for the Services.
Monthly Summary Report	The report to be issued on a monthly basis by the Service Provider containing the information set out in Appendix B to this Schedule D.
Monthly Management Information Report	The report to be issued on a monthly basis by the Service Provider containing the information set out in Appendix B to this Schedule D.
Name Changes	Name Changes are where the Service provider is informed that passenger details have changed. This is usually, but not limited to notification that Escort Staff travelling on escorted removals have changed.
NRC	National Removals Command. A specific case working area working within Immigration Enforcement.
OSCU	Operational Support and Certification Unit. An Immigration Enforcement team dealing with last minute legal challenges from returnees
Performance Data	Data collated and reported in relation to the performance of the Service
Performance Monitoring Programme	shall have the meaning given in paragraph 2.8 of this Schedule
Performance Standard	A summary of the Authority's Service requirement for a particular operational requirement
PID	Person Identification Number. A unique reference number used to identify individuals on Home Office IT systems
Public Expense Removal (PER)	A removal whereby the cost of such removal is met by the Secretary of State, removed under paragraph 10 of Schedule 2 to the 1971 Act.
Quality Assurance Plan	shall have the meaning given in paragraph 2.6.5 of

	this Schedule
Quarterly Benchmarking Report	Means the report to be issued quarterly basis by the Service Provider containing the information set out in Appendix B to this Schedule D.
Removal Directions	Papers served by the Authority under the Immigration Act in respect of a right to remove one or more Service Users from the UK.
Removals Room	Secure accommodation to house illegal migrants and foreign criminals
Reporting Centre	Administrative accommodation to which foreign nationals may be required to report whilst their immigration applications are under consideration
Returns	Means the removal of a person from the United Kingdom under immigration powers/for immigration purposes. For the purposes of the contract this term shall also cover transportation of individuals to or from the UK for any immigration purposes.
Returnee	A person being removed from the United Kingdom under immigration powers/for immigration purposes. For the purposes of the contract this term shall also cover individuals being transported to or from the UK for any immigration purposes.
Returns Logistics Airline Ticketing	Team responsible alongside Home Office Commercial for the operational management of the contract.
Returns Logistics Charter Team	Team responsible for the operational management and procurement of the Home Office Charter Programme
Travel Information Guide	This is the Authority's document that contains information for each country in respect of which Travel Services are required. This information includes acceptable routes; notification periods; operating airlines etc. For the avoidance of doubt, clause 40.1 also applies to this document.
Services	The travel services to be provided by the Service Provider in accordance with the terms of the Contract.
Service Delivery Plan	shall have the meaning given in paragraph 2.4 of this Schedule
Service Failure	Failure to deliver the contracted level of services in respect of the KPIs in Schedule G (*Performance Evaluation and Service Unavailability*).
Service Provider	The organisation selected to deliver the Travel Services.
Service Request	A request made by the Authority for Services defined in this Service specification
Service User(s)	Persons in receipt of the Services which may include Detainees, Escort Staff and Assisted Voluntary Returnees.
Staff	All employees, servants, agents, sub-contractors

	and consultants of the successful Tenderer employed in relation to provision of the Services.
Strategic Management Information Report	shall have the meaning given in paragraph 2.9.3 of this Schedule
Tender	A completed submission which is to be submitted to the Authority by a Tenderer by the due date
Tender Period	The period between the issue of this ITT and the deadline set by the Authority for receipt of Tenders.
Tenderer	The organisation or consortium that is invited to submit a Tender in response to this ITT
Tenderer Party	Any employee, consultant, advisor, agent, officer or Sub-contractor (of any tier) of the Tenderer
TUPE	The Transfer of Undertakings (Protection of Employment) Regulations 2006 and any amendments made to those Regulations
Unavailability Notice	means the method by which the Authority informs the Service Provider that the Services or part thereof are Unavailable in accordance with the terms of Schedule G (*Performance Evaluation and Service Unavailability*)

1. INTRODUCTION

1.1 GENERAL

1.1.1 This Part 1 Service Specification for Travel Services of Schedule D sets out the Authority's Requirements in respect of the Contract. Part 2 Service Provider's Response to this Schedule D contains the Service Provider's response to Service Specification for Travel Services set out in Part 1. The Service Provider shall provide the Services in accordance with both Parts 1 and 2 and in any instances of ambiguity or conflict this Part 1 shall take primacy.

1.1.2 Structure of this Part 1 Service Specification for Travel Services:

- The Services Specification consists of two parts: the Management Service and the Travel Service.
- The Management Service Specification details the Authority's general requirements for the management of the Travel Services.
- The Travel Service Specification details the Authority's travel-specific requirements for the Services.

1.1.3 (Overriding obligation):

- The Service Provider shall comply with all of the requirements of the Service Specifications.

1.1.4 (Content):

a) The content of each Service Specification sets out the:

- Aims and objectives of the Service;
- Scope of the Service; and
- Service requirements;

b) Each Service requirement described within the Service Specifications outlines the Authority's minimum specific requirements in relation to the Services.

c) For each Service, the Service Provider is expected to deliver all requirements in this contact. The Authority has devised a performance regime detailed in schedule G covering key performance indicators, and other performance indicators for this contract. The Service Provider's performance in relation to the Services will be assessed on a pass or fail basis, as against the Service Specifications, and the Schedule G Performance Regime.

1.2 CLARIFICATION OF CONTRACT ROLES

1.2.1 For the avoidance of doubt, Contract Administrators are the individuals from both the Authority and the Service Provider who are named in Schedule M (Named Representatives) and are responsible with delegated power to act on behalf of the respective organisation to make a Contract Change Request or approve a Contract Charge Request/sign a Notice of Change on behalf of the Authority, and implement and amend this Contract.

2. MANAGEMENT SERVICE REQUIREMENTS

2.1 AIMS AND OBJECTIVES OF MANAGEMENT SERVICE

2.1.1 The aims and objectives of the Management Service are the provision of a system to manage, control, record and report on the delivery of the Service.

2.2 SCOPE OF MANAGEMENT SERVICE

2.2.1 The scope of the Management Service shall include all systems and processes to deliver the Travel Services. It includes, but is not limited to:

- General Management
- Service Delivery Planning
- Systems & Procedures
- Quality Management
- Continuous Improvement
- Performance Monitoring;
- Help Desk
- Communications and Reporting
- Customer Satisfaction and Complaints Procedures
- Staffing & Development
- Environmental Management
- Contingency Planning
- Develop good working relationships and co-operate with other parties involved in removals process

2.3 GENERAL MANAGEMENT SERVICE OPERATIONAL REQUIREMENTS

2.3.1 The Service Provider shall comply with all relevant legislation, Good Industry Practice and Authority Requirements, and instructions with respect to all Services

2.3.2 The Service Provider is expected to take a proactive approach to resolving recurring Service Failures by preparing solutions for discussion at monthly Operational Review meeting**.**

2.3.3 Significant or recurring issues will be escalated to Strategic Review and Delivery meeting.

2.4 SERVICE DELIVERY PLANS

2.4.1 The Authority recognises that the Service Provider needs to be afforded the ability to determine its own optimum proposals and methods by which to deliver the Services in order to ensure that all the Performance Requirements are met. In so doing the Authority need to be reasonably satisfied that the Service Provider is in a position to achieve this delivery. Furthermore, the Service Provider needs to ensure that such methods of working are integrated with the Authority and the delivery

complements existing operations.

2.4.2 The Service Provider is therefore required to develop and instigate a Service Delivery Plan for the provision of Services. The Authority is afforded the ability to comment on these proposals, the outcome of which shall be accounted for by the Service Provider. These comments shall not be deemed in any way whatsoever as to diminish the Service Provider's responsibility to meet the Contract.

2.4.3 The Service Provider may not change the Service Delivery Plan without the prior written approval of the Authority, which shall not be unreasonably withheld.

2.4.4 The Service Provider shall prepare a Service Delivery Plan for the Services. There shall be one plan covering both the Management Service and Travel Services. This Service Delivery Plan shall describe the Service Provider's Management procedures and approach to meeting the requirements of the Contract prior to Commencement of Full Operations. The Service Delivery Plan shall detail how the Service Provider intends to meet each of the Service requirements for both the Management and Travel Services, detailed under the subsequent Service headings in this Specification. The Service Delivery Plan shall be updated regularly subsequent to achieving Authority approval throughout the operation of the Contract, and the Authority shall be informed of any significant changes proposed to the Plan. The general specification information that follows gives guidance on the application and content of the Service Delivery Plan:

a) The Service Delivery Plan shall be written in such a way as to be comprehensible to a non-technical reader;

b) The Authority recognises that the Service Provider needs to be afforded the ability to modify the Service Delivery Plan over the Contract Term to implement new technologies and efficiencies so long as it is in line with the Service Specifications and relevant Performance Standards;

c) The Authority shall have the right to object and withhold approval to any proposals, which interfere with the business operations of the Authority;

d) Similarly, the Service Provider shall have the right to amend procedures in order to incorporate any changes in the way which the Authority operates; and

e) The procedure for instigating agreement and modifications to the Service Delivery Plan is detailed in Clause 9 (*Changes*) of the Contract.

f) The scope and range of Services required is detailed as individual elements within a number of categories. However, notwithstanding that the Service Provider will be responsible for determining the method of executing each Service to the required level and at the correct times, this does not imply that it will not be possible to have a single point of responsibility for a number of activities.

g) As a minimum, the Service Delivery Plan shall contain:

- Scope and Services objectives;
- Detailed Method Statements for each Service
- Overall management structure, detailing management roles, responsibilities and reporting structures;
- Job descriptions;
- Levels of decision making processes at Contract level;

- Where budget responsibilities lie;
- Numbers of Staff, by job title across the Contract to deliver Services;
- An organogram showing the reporting structures of all staff employed on the contract
- Regular working hours and availability of managers and staff;
- Training of Authority Parties;
- Details as to which Services will be carried out in-house and which will be subcontracted with details of sub Service Providers;
- Contract monitoring procedures;
- Service Performance Monitoring Programme
- Help Desk and overall management procedures;
- Management information systems and report production;
- Self monitoring procedures;
- Meeting details including level of attendees;
- Customer satisfaction and complaints procedures;
- Environmental, health and safety procedures;
- Quality assurance procedures;
- Mobilisation procedures for Service commencement relating to TUPE transfers;
- Management and supervision outside Authority working hours;

2.5 SYSTEMS AND PROCEDURES

2.5.1 The Service Provider shall implement systems and procedures to ensure efficient management including, but not limited to, accounting, prompt invoicing for reservations and the collection of refunds. The Service Provider shall ensure that these systems are fully integrated with Service Requests and have a full audit trail. Any proposed changes are to be agreed in advance with the Authority.

2.6 QUALITY MANAGEMENT

2.6.1 Work undertaken and Services provided by the Service Provider shall be required to conform to these quality standards:

2.6.2 All work undertaken by the Service Provider shall be in accordance with the requirements of relevant Legislation, Good Industry Practice to appropriate professional and technical standards and comply with the requirements of the appropriate professional bodies or institutions, including guidance notes and codes of practice where applicable;

2.6.3 The Service Provider shall exercise all reasonable skill, care and diligence in the discharge of the duties required by the Contract;

2.6.4 The Service Provider shall operate a quality assurance system covering the delivery of all Services to the requirements of ISO 9001 and ISO 14001 or such similar

standards as approved by the Authority.

2.6.5 The Service Provider shall prepare and maintain a Quality Assurance Plan, including its Quality Management System, and shall apply this to the Contract throughout its duration, and shall ensure it is understood through quality awareness training, implemented and maintained by all members of its Staff.

2.6.6 Quality review:

a) The Service Provider shall regularly review its quality system for its suitability and effectiveness.

b) The Service Provider's senior management shall perform quality management reviews of their quality policies, operating procedures, organisation and management responsibilities.

c) The Service Provider's operational management and Staff shall review the system at local level.

d) The Service Provider shall react accordingly to the results and findings of these reviews in order to maintain or improve their Service to the Authority.

2.6.7 Quality audits:

a) The Service Provider shall undertake an annual quality audit and any resulting non-conformity shall be rectified in a timescale agreed with the Authority**.**

b) In accordance with the requirements for BS EN ISO 9001:2000, every 6 months the Authority reserves the right to implement an independent audit to monitor the Service Provider's performance**.** The Service Provider shall fully cooperate with all requirements of the Audit.

2.7 EFFECTIVE JOINT WORKING AND SERVICE IMPROVEMENT

2.7.1 Schedule H, Innovation and Partnership Agreement sets out the process by which the Authority wishes to engage with returns-related Service Providers, and other parties as required, with the aim of working together to deliver an effective service, and make service improvements throughout the life of the contract. As specified this Schedule H Innovation and Partnership Agreement the Authority requires the Service Provider to contribute to effective joint working and service innovation process in the following main elements:

a) Develop and maintain effective working relationships with other Service Providers and third parties involved in the returns process and with the Authority. In particular close and effective working relationships will be required with the Escort Service Provider, and the Authority's IT provider.

b) Attendance and active participation in meetings specifically related to service innovation in accordance with Schedule H;

c) Provision of service improvement and service innovation information;

d) In the instances where business cases have been submitted for consideration, provision of an assessment of their feasibility and impact;

e) In instances where the Service Provider is responsible for chairing the meeting, undertaking the meeting in accordance with Good Industry Practice and issuing minutes arising promptly;

f) Compliance with agreed actions arising;

g) Discussion on contract issues to identify resolutions, taking responsibility for delivery of actions assigned and co-operate with other parties to assist where required with joint actions, or where another party requires particular assistance in delivering their own actions.

2.7.2 The Service Provider shall provide suitably experienced and mandated Staff to attend Innovation and Partnership meetings, which shall be chaired by each party in turn on a rotation basis. The Service Provider shall make all reasonable endeavours to ensure the selected individuals attend consistently throughout the Contract Term to provide the necessary continuity to implement changes effectively.

2.7.3 The Service Provider shall provide service improvement information as requested by the Authority within the agreed timescales and to the specified format and quality.

2.7.4 In instances where another Service Provider, or the Authority has submitted a service innovation business case, the Service Provider shall undertake a review of such business case to assess the feasibility and impact from the perspective of the Services which they are responsible for delivering.

2.7.5 The Innovation and Partnering meeting rotates the responsibility for chairing meetings amongst the parties. When selected, the Service Provider shall undertake their duties in accordance with Good Industry Practice and shall issue minutes within 3 business days after the date of the meeting for agreement with the Authority.

2.7.6 The Service Provider shall execute all agreed actions arising out of the service innovation programme within the specified timescales

2.8 PERFORMANCE MONITORING

2.8.1 Performance Monitoring Programme

(a) The Service Provider shall prepare and submit for endorsement, as part of the Service Delivery Plan, a Performance Monitoring Programme demonstrating all the performance monitoring activities that the Service Provider will undertake to monitor the quality of Services that the Service Provider is achieving (including Service Provider's performance against its continuous improvement objectives, to ensure the Services are being carried out to the level and quality required by the Contract and these Services Specifications).

(b) The Service Provider shall review, update and resubmit the Performance Monitoring Programme as part of the Service Delivery Plan when that plan is updated under these Service Specifications.

(c) The Service Provider shall monitor its own performance in accordance with the Performance Monitoring Programme as endorsed.

(d) The Authority may monitor the delivery of the Services using any method considered reasonable by the Authority including the following ("Monitoring Methods"):

Table 1: Authority Monitoring Methods

Monitoring Method
Contract Administrator of the Authority / Service Provider reports to Help Desk / Emergency Contact service and Help Desk / Emergency Contact Service records.
Comparison with agreed policies, procedures, manuals and work plans.
Comparison against agreed benchmark (applies to format of reports etc).
Service Provider self monitoring (in accordance with the Performance Monitoring Programme).
Analysis of information contained in Service Provider and other operational records.
Customer satisfaction surveys
Service Provider audit (including analysis of complaints, random visits, validation checks of Service Provider data and deliberate testing).

2.9 PERFORMANCE REPORTING

Monthly Performance Reporting

2.9.1 (Monthly Performance Report): The Service Provider shall prepare a Monthly Performance Report that meets the requirements of paragraph 2.9 and that must be delivered to the Authority within 10 Business Days after the end of each Contract Month.

2.9.2 (Monthly Performance Reporting requirements): The Service Provider shall provide all such information or data as is required to complete the Monthly Performance Report. For the avoidance of doubt all reports shall clearly identify the Service in which each Service Failure has occurred or Service Request has been made (i.e. Management or Travel Services). The Monthly Performance Report must provide sufficient information to enable the Authority to calculate the Monthly Service Payment for each Contract Month including the following information (or as otherwise agreed with the Authority):

a) a summary of all of Service Failures and other Service Requests and events reported to the Help Desk or Emergency Contact Service within the relevant Contract Month, including:

- the number of Service Failures, and successfully completed Service Requests
- with respect to each Service Failure (Key Performance Indicators):
  - the unique Service Failure number;
  - a short description of the Service Failure;
  - the date and time of the Service Failure;
  - Service Provider's estimate of the deduction to be made from the Monthly Service Payments;

- complaints received by the Help Desk/Emergency Contact Service relating to any of the Services;
- the number of communications received by the Help Desk/Emergency Contact Service, broken down into each Service or other agreed categorisation;
- and other information required to be provided in accordance with this Contract (including these Service Specifications),

during, for or in respect of, the relevant Contract Month.

Strategic Performance Reporting

2.9.3 (Performance Reporting): Service Provider must prepare and provide to the Authority a Strategic Management Information Report to contain information as specified by the Authority (Annex B). This report shall be submitted 5 working days in advance of the Strategic Review and Delivery meeting.

2.10 SERVICE PERFORMANCE DATA

2.10.1 The Service Provider shall ensure the availability and continuous integrity of all Performance Data, and warrants that all Performance Data are at the end of each day accurate, complete and correct.

2.10.2 Service Provider shall ensure that the Performance Data are not amended, deleted or destroyed unless prior written authorisation is provided by the Authority.

2.11 AUTHORITY PERFORMANCE MONITORING AUDITS

2.11.1 (Monitoring and auditing): The Authority and any person authorised by it may monitor and review, upon giving reasonable notice to the Service Provider (except in the case of an emergency when no notice is required) at any time during the Contract Term, or require an audit of the Service Provider's performance or its performance monitoring system (including the Performance Monitoring Programme) any time up to 6 months after the end of the Contract Term.

2.11.2 (Service Provider to assist): The Service Provider shall give such assistance as is reasonably required by the Authority in respect of any monitoring, review or audit, including by providing additional copies of documents used, prepared or produced in connection with Service Provider's performance monitoring activities or the provision of the Services and forwarding the same to the Authority or such other place or person notified by the Authority**.**

2.12 HELP DESK AND EMERGENCY CONTACT SERVICE

2.12.1 The Service Provider shall provide a Help Desk Service between the hours of 07:30 and 23:30 [help desk opening hours] to respond to calls requesting Services described within this Service Specification (to include but not be limited to telephone Service Requests as defined in the part 4 below) and to allow the Authority to report Service Failures and instances of Unavailability

2.12.2 The Service Provider shall provide an Emergency Contact Service between the hours of 23:30 and 07:30 to respond to emergency calls, such as but not limited to

staff requiring emergency flights, accommodation, or other services described within this Service Specification (to include but not be limited to telephone Service Requests as defined in the part 4 below). The Emergency contact Service shall have different contact details to the Help Desk Service, and any routine calls received by the Emergency Contact Service shall be instructed to contact the Help Desk during its opening hours.

Installation and Setting Up

2.12.3 The Service Provider shall ensure that:

a) clear instructions on the agreed use of the Help Desk and Emergency Contact Service are provided to the Authority in a form approved by the Authority (where approval shall not be unreasonably withheld), in accordance with the requirements of Schedule B, and updates shall be provided from time to time, as necessary and in any case prior to changes being implemented; and

b) following the completion of the user instructions, ensure that all Staff, Authority personnel, and other authorised persons likely to use the Help Desk and Emergency Contact Service are familiar with the Help Desk and Emergency Contact Service instructions and are familiarised with the use of the Help Desk and Emergency Contact Service as part of their induction training. The Service Provider shall also provide ad-hoc training as may be required to ensure users are aware of procedural updates.

2.12.4 The Service Provider shall train Help Desk and Emergency Contact Service Staff to respond in an informed manner to all enquiries. The Help Desk and Emergency Contact Service Staff shall comply with appropriate codes of conduct as specified in this Service Specification**.**

Response Time

2.12.5 The Help Desk and Emergency Contact Service is to facilitate a response to Service Requests within specified timescales as required by this Contract. The Service Provider shall respond to the Service Requests within the specified timescales, and shall respond with an adequate level of support to resolve issues in accordance with the requirements of the Service Specification.

2.12.6 Calls and notifications to the Help Desk and Emergency Contact Service shall be answered within 20 seconds. The Service Provider shall undertake a monthly audit, randomly sampling a minimum of 5% of calls received. A copy of the audit shall be provided to the Authority within a week of the review.

Availability and Staffing

2.12.7 The Service Provider shall ensure that the Help Desk and Emergency Contact Service is available in accordance with the Hours of Operation stated in paragraph 2.12.1 and 2.12.2 providing a seamless service for the hours of operation in 3.3.1 to respond to all Service Failures and Unavailability Notices reported or Service Requests made.

Procedures

2.12.8 The Service Provider shall allow for notifications to the Help Desk and Emergency Contact Service to be achieved via other communication methods, but these shall

not remove the requirement to provide a telephone Help Desk and Emergency Contact Service facility as a minimum**.**

2.12.9 The Service Provider shall make telephone access to the Help Desk and Emergency Contact Service at local call rate charges.

2.12.10 The Service Provider shall log all Services Failures and Unavailability Notices reported and Service Requests made. The Service Provider shall record all relevant details, including the following information:

a) name and location of the person logging the Service Request, Service Failure or Unavailability Notice;

b) date and time of the Service Request was made or Service Failure/Unavailability Notice was reported;

c) nature of the Service Request, Service Failure or Unavailability Notice;

d) any systems affected by the Service Failure or Unavailability Notice;

e) categorisation (priority);

f) allocate and record a unique call reference number;

g) detail the reason for the failure.

2.12.11 The Service Provider shall inform the originator of the Service Request, Service Failure or Unavailability Notice as to the proposed course of action from any Help Desk or Emergency Contact Service query. The Help Desk or Emergency Contact Service shall co-ordinate the appropriate response accordingly.

2.12.12 The Service Provider shall ensure that a response and solution if necessary to the Service Request, Service Failure or Unavailability Notice reported occurs and shall inform the Help Desk of the achieved response/rectification and the action undertaken. This information is to be logged onto the Help Desk system.

2.12.13 Once information has been logged with the Help Desk or Emergency Contact Service, the Service Provider shall ensure that entries cannot be amended unless there is a system in place to record:

a) the exact nature and impact of the amendment;

b) the reason for the amendment;

c) the name of the person who made the amendment; and

d) the name of the person who authorised the amendment.

2.12.14 The Service Provider shall ensure that the Authority is given full read and print only access to all Help Desk and Emergency Contact Service records at any time.

2.12.15 The Service Provider shall ensure confidentiality is maintained in line with all applicable Authority policies and applicable laws .

2.12.16 The Service Provider shall ensure that an appropriate back-up system is in place to ensure that Help Desk and Emergency Contact Service data and records cannot be lost or destroyed as a result of software or systems failure or any other occurrence. The back-up system need not be maintained on a real time basis but shall be backed-up daily. At the end of each week of the Contract Term, the Service Provider shall provide the Authority with an electronic copy of the Help Desk and Emergency Contact Service data/records

2.13 COMMUNICATIONS AND REPORTING

2.13.1 For the requirements of the Service, the Service Provider shall co-ordinate communication and liaison between the Authority, the Escort Services Provider, and any other relevant party. A comprehensive system of control shall be implemented in the form of management reports relating to the delivery of the Services, which shall be made available to the Authority on request. The minimum content of each type of report is included in Annex B to this Service Specification;

2.13.2 The Service Provider shall provide the Daily Report to the applicable Approved Circulation List prior to 11:00am of the next working day to which the report refers.

2.13.3 The Service Provider shall provide the Weekly Report to the applicable Approved Circulation List prior to 11:00am of the first working day of next week to which the report refers.

2.13.4 The Service Provider shall provide the Monthly Management Information Report to the applicable Approved Circulation List within 10 business days after the completion of the month to which it refers. This report shall be reviewed at the Operational Review meeting

2.13.5 The Service provider shall provide Strategic Management Information Report 5 business days prior to the Strategic Review and Delivery Meeting, where this report shall be reviewed.

2.13.6 To support the Authority's decision making processes in respect of future requirements in addition to the formal reporting in Annex B to this schedule, and paragraphs 2.13.2 to 2.13.5 above the Service Provider shall proactively monitor and report the Authority's use of Travel Services including but not limited to:

a) main routes used;

b) capacity available on routes and percentage of capacity used;

c) emerging trends of increased or decreased activity on routes;

d) trends in ticket prices paid;

e) the value obtained from airline route deals and performance against any route deal revenue targets;

f) Benchmarking Authority ticket prices paid against general market conditions;

g) new routes that become available to the Authority;

h) charter prices and trends in charter pricing, and available charter providers in the market.

2.13.7 The Service Provider shall hold monthly Operational Review meetings with the Authority to review Service delivery. The Service Provider shall provide an agenda and/or agenda items as required, reports, and any specific management information required 5 business days in advance of the meeting. The Authority reserves the right to alter the frequency of these meetings.

2.13.8 The Service provider shall hold quarterly Strategic Delivery and Review meetings with the Authority. The Service Provider shall provide an agenda and/or agenda items as required, reports, and any specific management information required 5 business days in advance of the meeting. The Authority reserves the right to alter the frequency of these meetings.

2.13.9 In addition to the requirements of paragraphs 2.13.1-2.13.8, the Service Provider shall provide when requested (within 24 hours or as agreed with the Authority), statistical information to enable the Authority to undertake its reporting requirements

to central government, reports and supporting records reasonably required for the Authority to undertake its own audit requirements, and information required to support audit of the contract, and/or the Authority's returns related activities by parties other than the Authority, including but not limited to the National Audit Office, and Independent Chief Inspector of Borders and Immigration.

2.14 CUSTOMER SATISFACTION PROCEDURES

2.14.1 The Service Provider shall implement systems and procedures to enable feedback on the Services to be provided from the Authority and the Escort Services Provider to the Service Provider and to demonstrate continuous improvement. The methodology and report format shall be agreed with the Authority.

2.14.2 Upon review of the feedback with the Authority, the Service Provider shall agree an action plan to address issues raised and demonstrate that it has met the action plan requirements at subsequent reviews.

2.14.3 A formal customer satisfaction survey shall be carried out of service users every three months. The content and format of the survey shall be agreed with the Authority.

2.15 COMPLAINTS PROCEDURE

2.15.1 The Service Provider shall implement systems and procedures to allow the formal raising of complaints. The complaints procedure shall be agreed with the Authority and provide for an initial response within 24 hours, and a detailed written response within a further 4 business days. All complaints shall be copied to the Authority within 24 hours of receipt.

2.16 STAFF

2.16.1 The Service Provider shall provide sufficient suitably trained and experienced Staff to deliver the services under this contract.

2.16.2 All Staff positions and roles will be designated as requiring Departmental Security Unit (DSU) Counter Terrorism Check (CTC) clearance. The Service Provider shall obtain clearances for Staff prior to their commencement of their role at Service Provider expense.

2.17 INTEGRATION WITH AUTHORITY POLICIES AND OPERATIONS

2.17.1 The Service Provider shall consult with the Authority regarding proposals for all new working practices, or working practices that have changed from those already agreed with the Authority, wherever possible before any such new or revised working practices have been implemented.

2.18 RECORD AND DATA MANAGEMENT

2.18.1 The Service Provider shall maintain all records relating to the delivery of Services in accordance with the Contract. [Cross reference to Services Agreement]

2.18.2 The Service Provider shall store data in compliance with the Data Protection Act and minimum storage period of 6 years from the end of the Contract. Any

documentation or computer records shall be made available for inspection by the Authority as required. Such information shall be provided within timescales defined by the Authority for each Service Request**.**

2.19 HEALTH AND SAFETY

2.19.1 The Service Provider shall develop, implement and maintain health and safety systems, policies and procedures which meet minimum legal requirements, best practice and are agreed with the Authority.

2.19.2 The Service Provider shall hold a duty of care to notify the Authority of any matters in relation to the Services which the Service Provider considers a hazard, or may adversely affect the delivery of the service, including but not limited to notification of Notices to Airmen (NOTAMs), and Department of Transport notifications relevant to scheduled or charter services used by the Authority.

2.19.3 The Service Provider shall establish systems for the receipt from the Authority, and dissemination to the Staff of all warnings and safety action bulletin notices published by the Authority. The Service Provider shall ensure appropriate action is taken and recorded centrally at the Service Provider's expense.

2.20 ENVIRONMENTAL MANAGEMENT

2.20.1 The Service Provider shall within two weeks of Contract Award develop, implement and maintain an environmental management system in accordance with the requirements of ISO 14001 (or similar) to demonstrate innovation and continuous improvement with regard to sustainability and a preference for zero or near zero carbon solutions.

2.20.2 The Service Provider shall within two weeks of Contract Award provide the Authority with its Environmental Sustainability Policy, complete the Authority's corporate social responsibility tool CAESER on-line and name an environmental sustainability contact.

2.20.3 The Service Provider shall ensure systems and procedures are in place to record and monitor the carbon dioxide emissions related to tickets purchased using national government reporting guidance (DEFRA).

2.20.4 The Service Provider, in designing their Service delivery models shall demonstrate an integrated approach to sustainable development with regard to the Authority's Sustainability Policy. This shall take into account, but not be limited to, the following:

a) Conservation – energy, wood, paper, horticulture, water;

b) Pollution – climate change, Ozone depletion, vehicle emissions, biocides and artificial fertilisers, asbestos, hazardous substances, batteries, solvents and paints, bio-degradables and litter;

c) Procurement;

d) Waste – recycling;

e) Monitoring and auditing.

2.21 CONTINGENCY PLANNING

2.21.1 The Service Provider shall, in cooperation with the Authority, develop, test, maintain

and up date Contingency Plans each year, or as may be needed by changing circumstances, such as changes in Authority policies, new technology and changes in Legislation etc to ensure continued compliance with the Service requirement and any Authority Business Continuity Plan. The Service Provider shall obtain approval for the Contingency from the Authority, which shall not be unreasonably withheld. Any change to the Plan, shall follow the change control procedure described in the Contract. The Plan shall include, but not be limited to:

- System failure for electronic reservation systems
- Charter cancellations
- Airline liquidation

2.21.2 The Service Provider shall implement contingency Services within 2 hours of the requirement being necessitated.

3. TRAVEL SERVICE REQUIREMENTS

3.1 AIMS AND OBJECTIVES OF TRAVEL SERVICE

The aims and objectives of the Travel Service which the Service Provider shall provide, shall enable the Authority to provide its functions under the Immigration Acts arising out of or in connection with the transportation of persons from/to the United Kingdom, including Removal of persons from the United Kingdom and Travel Services for other immigration purposes where required by the Authority.

3.2 SCOPE OF TRAVEL SERVICES

3.2.1 The Services to be provided shall include:

a) The booking of reservations and the provision of tickets for air, rail and other surface travel as directed by the Authority. The Service Provider shall also be required to revalidate, re-book and re-issue reservations and tickets as necessary against a valid form of authorisation from the Authority;

b) Chartering aircraft on behalf of the Authority;

c) The booking of hotel reservations as directed by the Authority;

d) Booking the best value option for each Service Request on a full cost basis, using the Authority's Travel Information Guide (TIG), and Best Value Calculator (BVC);

e) Advising the Authority of market trends, fare changes and potential savings, any alternative business Travel Services which might benefit the Authority's removal programme, and acting as a consultant to authorised personnel from the Authority, for Travel Services generally associated with the operation of the United Kingdom immigration control;

f) Making applications and obtaining ticket refunds on behalf of the Authority;

g) Cancelling reservations when these are no longer required;

h) Assisting the Authority in negotiating route deals, and acting as the Authority's agent in signing those deals upon the Authority's behalf;

3.3 HOURS OF OPERATION

3.3.1 The Service Provider shall provide the Services 24 hour, 7 days a week 365(6) days a year basis.

3.4 SERVICE SPECIFIC SYSTEMS AND PROCEDURES

Systems and Procedures

3.4.1 The Service Provider shall implement all systems in an open-book transparent manner, enabling the Authority to access and audit any part of the systems on the Service Provider's premises, at any time. The Service Provider shall provide all necessary software and training to the Authority to enable them to carry out their role.

3.4.2 All IT systems, including the e-booking systems used by the Service Provider on this contract shall have the capability to integrate with other IT systems as required by the Authority.

3.4.3 The Service Provider shall implement systems and procedures in accordance with the approved Service Delivery Plan. All Services shall be instructed through one of the following means:

a) Service Request issued directly to the Service Provider from the Authority, or its agents (including Escort Service Provider);

b) Help Desk Service Request from the Authority, or its agents (including Escort Service Provider);

c) Emergency Contact Service Request from the Authority, or its agents (including Escort Service Provider);

d) Failure by the Service Provider to adhere to this form of authorisation may result in the Authority withholding payment for that particular Service. All systems and procedures shall be agreed in advance with the Authority.

3.5 TRAVEL MANAGEMENT ELECTRONIC BOOKING SYSTEM

3.5.1 The Authority is developing an Information Hub that houses IT systems used in the returns process, which are detailed within Schedule R. The Service Provider shall develop, implement, operate and maintain a secure interface with this integrated Authority Information Hub.

3.5.2 The integrated Information Hub contains 3 specific systems of relevance to the booking of Travel Services:

a) The **Electronic Request Form (ERF):** This is the electronic form that is completed by caseworkers to request a return. The form will collate data upon the returnee and shall automatically determine on a risk assessment basis whether the return requires escorts, or not. Where Escorts are required this request will be sent to the Escort Service provider so that escort names, and dates of travel can be provided to the Service Provider. For unescorted cases the request will be routed directly to the Service Provider

b) The **Travel Information Guide (TIG):** Is the document that sets out the business rules which all bookings must adhere to. It contains details or all agreements with airlines, and route specific information to assist the Service Provider to book appropriate ticket options.

c) The **Best Value Calculator (BVC)**: This is the system as described in Annex D to this schedule that calculates the most cost effective removal to be booked. This includes the decision as to whether the returnees should be retuned on a scheduled or charter flight based on quotes provided by the Travel Service provider.

3.6 SERVICE PROVISION - SCHEDULED TRAVEL PROCESS

Scope of Scheduled Travel Service

3.6.1 In response to instructions received from the Authority either directly or via the Escort Service Provider (for escorted removals), the Service Provider shall be responsible for co-ordinating all scheduled Travel Services for persons being transported for immigration purposes including but not limited to removals, for the Escort Services Provider and for any Authority personnel as requested. The Service

Provider shall manage the individual travel programmes, including but not limited to:

- ticket allocations
- reservations
- purchasing
- completing or cancelling removals
- ticket cancellations
- monitoring ticket status
- provision of cost effective quotes in line with business rules
- booking tickets
- respond to Authority amendment requests

3.6.2 The Service Provider shall allocate, reserve and purchase tickets in accordance with the Travel Information Guide and using the Authority's Best Value Calculator Annex D, in accordance with any Authority specified priorities.

3.6.3 In agreement with the Authority, the Service Provider shall develop, maintain and update the Travel Information Guide throughout the Contract Term.

3.6.4 The Service Provider shall support the Authority in the negotiation and establishment of route deals and special pricing with Carriers. All such agreements shall be in the Authority's name and shall be signed by the Service Provider, acting as the Authority's agent, on the Authority's behalf. Details of deals shall be used to update the Travel Information Guide (TIG). The Service Provider shall update the Travel Information Guide with the outcome of any negotiation within 24 hours.

3.6.5 In relation to air travel, the Service Provider shall only use Carriers which are not on a banned carriers list, for example the EU Air Safety List as amended from time to time. Any derogation to this requirement shall be at the express instruction of the Authority.

3.6.6 The Service Provider shall liaise with Carriers to determine any restrictions on travel for Removals and any quotas imposed by Carriers. The Service Provider shall provide appropriate traveller information to Carriers in order to obtain permissions to carry. In cases where Carriers refuse to accept a Removal then the Service Provider shall seek an alternative Carrier.

3.6.7 The Service Provider shall ensure that the accuracy of booking data is checked and validated automatically prior to the purchase of any ticket.

3.6.8 The Service Provider shall liaise with other parties as necessary in order to facilitate passenger travel where bookings for specific destinations cannot be made on a direct basis. Where required to do so the Service Provider shall enter into agreements with other parties to facilitate passenger travel to specific destinations.

Liaising with Escort Service Provider for each escorted removal

3.6.9 Escorted Requests will be submitted to the Service provider via the Authority's Information Hub, which shall automatically route the request to the Escort Service provider. The Escort Provider will provide to the Service Provider via the Authority's Information Hub the names of escorts for the removal and at least two travel date options

3.6.10 Prior to purchasing a ticket, the Service Provider shall liaise with the Escort Service Provider to clarify any requirements, or in the case that the required flight dates options are not available to suggest alternative dates.

3.6.11 The Service Provider shall notify the Authority of any information provided by any party including the Escort Service Provider, that may impact on the removal process.

Ticket Booking Timescales - Core Hours (07:30 and 23:30)

3.6.12 For any Service Request received during **Core Hours** (07:30 to 23:30) the Service provider shall adhere to the timescales for booking scheduled tickets as detailed below. All tickets shall be booked at stage 1 unless there is a need to clarify information with another party, in which case stage 2 shall also be applicable. Times are recorded from receipt of the request by the relevant party, and shall be recorded by Service Provider in a format that can be easily accessed by the Authority.

Table 2 – Core Hours Booking Timescales

Removal Type	Escort Service Provider (to provide escort staff names)	**Stage 1a** Service Provider (to provide flight quotes or request further information)	**Stage 1b** Service Provider (to book tickets as instructed by Authority)	Escort Service Provider (to provide further information where applicable)	**Stage 2a** Service Provider (to provide flight quotes upon receipt of further information)	**Stage 2b** Service Provider (to book tickets as instructed by Authority)	Maximum permissible time to process initial request (all providers excluding Authority)
Escorted	4 hours	4 hours	1 hour	2 hours	4 hours	1 hour	16 hours
Unescorted	N/A	8 hours	1 hour	N/A	6 hours	1 hour	16 hours
"Same day Removal' Escorted [a]	1 hour	3 hours	1 hour	N/A	N/A	N/A	5 hours
"Same day Removal' Unescorted [a]	N/A	3 hours	1 hour	N/A	N/A	N/A	4 hours
Name Changes (Passenger details changes)	N/A	4 hours	1 hour	2 hours	4 hours	1 hour	9 hours

[a] **Same Day Removal:** This is a removal which needs to be effected within 24 hours of request

3.6.13 For complex cases some preplanning activity may be required before the formal request for removal booking is made. In these cases the timescales above will commence once the formal request is received from the Authority via the Information Hub.

Ticket Booking Timescales - Non Core Hours (23:30 and 07:30)

3.6.14 The Authority has defined the period of 23:30 to 07:30 as non core hours to reflect the reduction in activity expected during these times. The Service provider should take account of this when rostering staff resources. The Authority expects that the Service Provider makes reasonable endeavour to process Service Requests in a timely manner but recognises that this may not be possible in all cases. In recognition of this KPIs will not be awarded for timely completion of requests during non-core hours, except same day removals which shall still attract KPIs.

3.6.15 For any Service Request received during **Non Core Hours** (23:30 to 07:30) the Service provider shall adhere to the timescales for booking scheduled tickets as detailed below. All tickets shall be booked at stage 1 unless there is a need to clarify information with another party, in which case stage 2 shall also be applicable. Times are recorded from receipt of the request by the relevant party, and shall be recorded by Service Provider in a format that can be easily accessed by the Authority.

Table 3 – Non Core Hours Booking Timescales

Removal Type	Escort Service Provider (to provide escort staff names)	**Stage 1a** Service Provider (to provide flight quotes or request further information)	**Stage 1b** Service Provider (to book tickets as instructed by Authority)	Escort Service Provider (to provide further information where applicable)	**Stage 2a** Service Provider (to provide flight quotes upon receipt of further information)	**Stage 2b** Service Provider (to book tickets as instructed by Authority)	Maximum permissible time to process initial request (all providers excluding Authority)
Escorted	Best Endeavours to comply with the timescales in Table 2 above. KPIs (Schedule G) will not be awarded for non compliance to those timescales.[b]						
Unescorted	Best Endeavours to comply with the timescales in Table 2 above. KPIs (Schedule G) will not be awarded for non compliance to those timescales.[b]						
"Same day Removal' Escorted [a]	1 hour	3 hours	1 hour	N/A	N/A	N/A	5 hours
"Same day Removal' Unescorted [a]	N/A	3 hours	1 hour	N/A	N/A	N/A	4 hours
Name Changes (Passenger details changes)	Best Endeavours to comply with the timescales in Table 2 above. KPIs (Schedule G) will not be awarded for non compliance to those timescales.[b]						

[a] **Same Day Removal:** This is a removal which needs to be effected within 24 hours of request

[b] **Best Endeavours:** The Service Provider will attempt to complete Service Requests within the given timescales. Any requests not completed within the timescales shall be treated in accordance with paragraph 3.6.17

3.6.16 Any Service Request received during non-core hour not completed by 07:30, shall be deemed to have been received at 07:30 and the timescales in Table 2 (Core Hours Booking Timescales), shall apply as will KPIs for failing to meet those timescales.

3.6.17 Performance against timescales in non-core hours will be reported to the Authority

to allow monitoring of performance in this area.

3.6.18 For complex cases some preplanning activity may be required before the formal request for removal booking is made. In these cases the timescales above will commence once the formal request is received from the Authority via the Information Hub.

Notification of travel details to the Authority

3.6.19 The Service Provider shall advise the Authority via the Authority's Information Hub within the timescale above of the scheduled Service Request being made, that a ticket has been booked.

3.6.20 The Service Provider shall notify and issue travel documentation in a timely manner to all relevant people in the removals process (including but not limited to the Authority and the Escort Service Provider) in order to complete the removal process. This shall include issuing tickets to all Service Users at ports of departure using the most appropriate method (e-ticket, paper ticket) to enable removals to take place on the required date.

3.6.21 The Service Provider shall provide systems and procedures to issue emergency tickets at short notice in response to Service Requests from either the Authority's Representatives, or the Escort Service Provider.

Ticket Status Reporting

3.6.22 The Service Provider shall record and monitor the status of all tickets (including, but not limited to, unused, used, refundable) throughout the complete removal process for each case.

3.6.23 Upon completion or cancellation of a removal, the Service Provider shall update the status of each ticket via the Information Hub, and transfer any refund to the Authority. The Service Provider will also inform the Authority of any changes - for example scheduled time changes, terminal changes, delays or cancellations

Refunds and Cancellations

3.6.24 Upon cancellation of a Removal the Service Provider shall:

a) Cancel all related items for the Removal for the Escort Services Provider and/or Authority as appropriate, including but not exclusive to tickets and hotel bookings. This shall be completed (including updating the Authority's Information Hub) within 30 minutes of notification.

b) Provide the Authority with the expected amount (£ value and percentage) of refund due.

c) When the refund is received report the amount received and any difference to the expected amount originally reported in b) above.

d) Ensure all ticket refunds are transferred to the Authority within 4 business days of the receipt of amounts from the refunding Carrier.

3.6.25 Where there are ticket cancellations for reasons other than the Removal being cancelled by the Authority, the Service Provider shall provide an alternative ticket. This shall require the approval of the Authority prior to purchase**.**

3.6.26 The progress of refunds shall be recorded and monitored by the Service Provider

and be available for remote review and interrogation by the Authority. The system should enable the Authority to run a Daily Report on the refund and ticket status and be automatically linked to the data contained within the e-booking system.

Negotiation and liaison with others

3.6.27 The Service Provider shall work with the Authority, the Authority's IT provider, the Escort Services Provider and Carriers throughout the Contract Term to establish best value on all ticket purchases, to increase the number of successful removals and reduce the overall cost of removal.

3.6.28 The Service Provider shall hold, as a minimum, a confidential annual meeting with at least selected Carriers (annual list to be provided by the Authority) to discuss Removals issues. The Service Provider shall agree with the Authority, the agenda and meeting arrangements 2 weeks prior to each meeting and issue actions and minutes of the meeting within 2 weeks of the meeting taking place. The Authority reserves its right to attend.

3.6.29 The Authority may also arrange ad hoc meetings with selected Carriers throughout the Contract Term, which, when requested, the Service Provider shall attend and in which it shall participate. The Authority will prepare documentation for the ad hoc meetings, with input from the Service Provider as required.

3.7 SERVICE PROVISION – CHARTER PROCESS

Chartering Services

3.7.1 In response to instructions received from the Authority, the Service Provider shall charter aircraft, ships or other surface travel. In accordance with the Contract, the Authority reserves the right to arrange Charters in-house if it so decides.

3.7.2 The Service Provider shall provide appropriate training as required to allow use of the system by Authority personnel.

3.7.3 The Service Provider shall develop, implement, operate and maintain a booking system for Charter Services.

3.7.4 The system shall not permit Authority personnel to book or purchase Travel Services directly.

3.7.5 For Charter flights, the following information shall be included within the system:

Field	Sub- Field	Sub- Sub Field
Destination Country		
Multidrops		
Preferred Airport		
Date Range if not set	From: To:	
Date if set		
Preferred Departure Airport		
Alternative airport acceptable?	Yes No	
Preferred Departure time		
Preferred Arrival Time		

Duration required on arrival		
No. of Removals		
No. of Escorts		
Total Seats required		
Aircraft configuration details		
Could this change?	Yes No	
Details of connecting flights	Date From To Flight Number Departure time Arrival time	Free text field
Catering requirements Outbound	Standard vegetarian with cold drinks	Yes No
Catering requirements Inbound	Hotel Meal and drinks	Yes No
Catering requirements Other		
Duty free on inbound	No – not permissible	
In-flight entertainment	Outbound Inbound	Yes/No Yes/No
Additional Information/ Requirements		

Use of a Charter Broker

3.7.6 The Service Provider shall be permitted to use the Services of a Broker to arrange and book Charters. The Service Provider shall advise the Authority of selected Brokers at Contract Award and shall seek approval from the Authority if they wish to change Broker. Any new Broker shall as a minimum provide equivalent Services to that previously approved.

3.7.7 Any charges levied by a broker for its services shall be clearly detailed on an open book basis.

Establishing Charter Contract conditions

3.7.8 The Service Provider shall establish a Charter Contract between the Service Provider and the Charter Company. The Service Provider shall ensure that the Charter Contract contains as a minimum provisions as to comply with this Contract.

3.7.9 The Service Provider shall ensure that the Authority is provided with the following for any Charter Services purchased:

a) Demonstration that the Charter Services are contracted to the Service Provider and enclose the provisions contained within this Contract.

b) Details of costs of quotes from charter providers on an open book basis.

c) For air Charters, the Service Provider shall demonstrate that the Service Provider and any sub-contracted Charter Company shall obtain and keep in force an air operator's certificate valid for the purposes of the Charter Contract and the aircraft should be operated under this certificate. For European and

certain non-EU Carriers the Service Provider is to conform to European standard EASA 145 approvals for safety and operational procedures.

Flexibility and Cancellation Terms

3.7.10 In negotiating charter contracts the Service Provider shall take into account the need to offer the maximum possible flexibility to the Authority to meet its operational requirements.

3.7.11 As a minimum requirements all charter contracts shall include the cancellation terms detailed in table 4 below

Table 4 – Minimum Charter Contract cancellation terms

Cancellation notice given	Costs payable by the Authority
>60 days' notice	0% of the charter price + costs actually incurred (if any)
>30 days' notice	15% of the charter price + costs actually incurred (if any)
>7 days' notice	25% of the charter price + costs actually incurred (if any)
>48 hours' notice	50% of the charter price + costs actually incurred (if any)
<48 hours' notice	60% of the charter price + costs actually incurred (if any) (maximum cost capped at 75% of the charter price)

3.7.12 In addition to the minimum cancellation terms above the Authority expects the Service Provider to negotiate flexible terms in respect of charter operations, including:

a) the ability to change the arranged date of a charter, with the Authority only being liable to pay for any costs actually incurred for the original charter date, and not the full charter price. For the avoidance of doubt the Authority shall be liable for the costs of the replacement charter (at the same price as the original charter).

b) the ability to replace a charter with a different destination (of similar flight duration), and date (if required) provided 10 working days notification is provided to the Service Provider by the Authority. The Authority shall only be liable to pay for any costs actually incurred in regards to the original charter, and not the full charter price. For the Avoidance of doubt the Authority shall be liable for the costs of the replacement charter. Where the replacement charter is to destination already covered by the charter programme, this shall be offered at the same price as contained within the programme for that destination.

c) Other (if any) enhanced flexibility/cancellation terms that may be negotiated as part of the charter programme package.

Contingency and Compensation Arrangements

3.7.13 The Service Provider shall comply with all requirements under this contract in respect of contingency and compensation arrangements for charter flights.

3.7.14 The Service Provider shall at all times, except in the instance of a Charter Provider Cancellation Event operate all flights according the specification and schedules in the charter programme.

Charter Provider Cancellation Event

3.7.15 A Charter Provider Cancellation Event shall release the Service Provider from the costs detailed in paragraph 3.7.20, although the Service Provider shall use best endeavours to meet the all other obligations under paragraph 3.7.20, and where this incurs additional costs that are required to be bourn by the Authority gain prior approval from the Authority before those cost are incurred. The Service provider shall take all steps to minimise any additional costs to the Authority.

3.7.16 A Charter Provider Cancellation Event is strictly limited to:

a) Force Majeure Events, as defined in the Services Agreement, Part 1 (*General Terms, 1 Definitions)*, 1.1 Force Majeure Event of this contract.

b) The flowing events directly affecting the Chartered Aircraft (not including crew)

- Serious Adverse Weather
- Closure of routes/airspace and/or revocation of landing permits
- Air traffic control failures
- Industrial Action by third parties (excludes Service Provider, Charter Broker, or Aircraft Providers staff)
- Seizure / quarantine of aircraft
- Action by Authorities, Governments and/or Regulatory bodies
- Air-worthiness notifications / grounding of aircraft types by manufacturer for safety reasons (excludes maintenance issues or mechanical/technical failures of the chartered aircraft)
- Accidents to aircraft, making aircraft unserviceable.

Contingency Arrangements

3.7.17 If the Service Provider foresees at any time a delay which might affect the departure of the Charter, they shall give the earliest possible warning to the Authority. Where the departure is delayed for a period of one hour or more the Service Provider shall arrange for suitable refreshments to be provided to passengers.

3.7.18 In the event of a delay, the Service Provider shall demonstrate that it is proactively working with all parties to mitigate the delay.

3.7.19 In the event of a Charter not being available at the port of departure or being delayed en route the Service Provider shall:

a) immediately report the circumstances to the Authority.

b) will work with other parties involved in the charter operation to enact contingency arrangements, and if so required, conduct and complete the Charter in accordance with the arrangement in clause 3.7.20

c) shall provide catering for the passengers during such a delay.

3.7.20 The Service Provider shall:

a) Where a chartered aircraft becomes unavailable or unserviceable, use reasonable endeavours to provide a replacement aircraft at the scheduled time of departure, or within 6 hours of the scheduled time of departure if the scheduled time of departure is less than 6 hours from the time the aircraft became unavailable or unserviceable. Where such replacement Aircraft requires the Service Provider to incur additional costs this shall be capped at 150% of the original charter price. Should costs exceed this cap the Service Provider shall inform the Authority, and gain its prior approval to any cost that the Service Provider wishes to charge to the Authority.

b) Where an aircraft becomes unavailable or unserviceable and a replacement aircraft cannot not be provided within 6 hours of scheduled time of departure, or the cost chargeable to the Authority under Clause 3.5.20 a) are in the opinion of the Authority excessive, the Authority shall be entitled to cancel or reschedule the charter at its absolute discretion, in line with the terms in the charter programme contract. In the event that the Authority enacts its right under Clause 3.7.20 b) the Service Provider shall be deemed to have failed to provide a charter as required under the contract and KPI 09, Schedule G (*Performance Evaluation and Service Unavailability*) shall be levied.

c) The Authority reserves the right to extend the period of time provided for the Service Provider to provide a replacement aircraft. However any extension provided shall not affect the Authorities right to enact Clause 3.7.20 b), at a later time.

d) In the event of a charter being delayed the Service Provider shall provide compensation at a rate of [redacted] per official passenger (all passengers excluding Returnees) up to a maximum of 6 hours.

e) Where a charter flight is delayed and not available at the scheduled time of departure this shall be treated in accordance with Clause 3.7.20 a) – d) above.

f) Where a charter flight becomes unserviceable during the charter (after departure from the UK), requiring elongated delays at planned destinations on route or diversions to unscheduled stops the Service Provider shall provide a replacement Aircraft at the port where the passengers are delayed ready to fly within 12 hours, and provide compensation under Clause 3.7.20 d) above. Where such replacement Aircraft requires the Service Provider to incur additional costs this shall be capped at 150% of the original charter price. Should costs exceed this cap the Service Provider shall inform the Authority, and gain its prior approval to any cost that the Service Provider wishes to charge to the Authority.

g) Should charter aircraft becomes unserviceable during the charter (after departure from the UK) after the returnees have disembarked at their destination and a replacement aircraft cannot be provided within 12 hours at the port where the passengers are delayed the Service Provider shall find alternative means of transporting the passengers, including but not limited to the use of scheduled services. Any such contingency arrangements shall be agreed with the Authority before being enacted. In the event that a replacement aircraft during a charter cannot be provided within 12 hours the

Service Provider shall be deemed to have failed to provide a charter as required under the contract and KPI 09, Schedule G (*Performance Evaluation and Service Unavailability*) shall be levied.

3.7.21 The Service Provider will submit a full report detailing the circumstances of any issues encountered with a charter flight that required contingency arrangements to be enacted. This report shall also detail why any charter failed (if it did), the steps taken by the Service Provider to recover the situation, and for any failed charters an explanation of why these actions were not successful.

3.7.22 A lessons learning meeting will be held with the Authority after each occurrence of the enactment of contingencies, or charter failure. This meeting shall be attended by the Service Provider, any Charter Broker used, and any other party the Authority wishes to invite.

Identifying suitable Charter Company

3.7.23 The Service Provider shall identify a suitable Charter Company to undertake the required task, demonstrating that value for money will be achieved by having requested competitive quotations from at least three potential Charter Companies in accordance with best practice in achieving value for money and the procurement methodology approved by the Authority as set out in the Service Delivery Plan. Criteria to demonstrate value for money shall include all applicable costs, reliability, security, risk, Contract terms (including cancellation policy, charges, welfare facilities and other considerations). Value for money will be demonstrated by operating on an open book basis, including providing copies of the quotes received from the Charter Company / Carrier.

3.7.24 For air Charters, the Service Provider shall only use Charter Companies and Carriers which are not on a banned carriers list, for example the EU Air Safety List. Any derogation to this requirement shall be at the express instruction of the Authority..

3.7.25 The Service Provider will actively engage with the market place during the term of the contract to stimulate interest from potential Charter Companies / Carriers in the Authority's business. The aim of this engagement will be to increase the number of Charter Companies / Carriers willing to bid for the Authority's work to ensure an active and competitive market is maintained and the Authority receives value for money proposals**.**

3.7.26 The Service Provider shall disclose to the Authority all Broker fees and commission attributable to Charter activities**.**

Confirming Charter Booking

3.7.27 For the main charter programmes the Service Provider will confirm to the Authority within the timescales specified by the Authority for each programme that the charter programme has been arranged.

3.7.28 In respect of ad-hoc or short notice charter requirements the Service Provider shall confirm the Charter to the Authority within 48 hours of a Charter Service Request.

Implementation of Charter

Permissible Routes

3.7.29 The Service Provider or Charter Company shall travel the routes specified and shall

conform to time schedules instructed by the Authority. Should a planned deviation from a specified route be required, the prior consent of the Authority shall be obtained (which will not be unreasonably withheld).

3.7.30 The Service Provider or Charter Company shall ensure that all necessary approvals for the Charter to take place are obtained prior to the start of the Charter. This shall include, but not be limited to landing permission in country of destination and permission to overfly (for countries en route).

Passengers and baggage

3.7.31 The Service Provider shall ensure that any Charter shall be used solely for the carriage of passengers and baggage or cargo approved by the Authority.

3.7.32 The Service Provider shall be responsible for the security of baggage in transit and at civilian ports.

Emergency Contacts and Accident Reporting

3.7.33 The Service Provider shall implement arrangements to enable contact between the Authority, the Service Provider, and Charter Broker (where used) 24 hrs a day, 365 days a year. This shall be for Emergency purposes in relations to charter flights, and the contact points provided should have sufficient knowledge, and access to any required systems to assist the Authority to resolve the issue and/or emergency affecting the charter flight.

3.7.34 The Service Provider shall notify the Authority immediately of any incident or accident involving a Charter (or on any associated positioning transfer). The Service Provider shall carry out an investigation and submit a full report to the Authority.

Cancellation of Charter by Authority

3.7.35 The Authority shall have the right to cancel any particular Charter, including Charters scheduled during public holiday periods. The Authority shall give the Service Provider the earliest possible notice of any cancellation.

Continuous Improvement and Value for Money

3.7.36 The Service Provider shall monitor throughout the Contract Term, the Charter operators that are available for the Contract and maintain a list which is reported to the Authority.

3.7.37 Upon request by the Authority, the Service Provider shall carry out a benchmarking exercise to verify prices in the chartering marketplace.

3.8 SERVICE PROVISION HOTEL BOOKINGS

Hotel bookings

3.8.1 In response to instructions received from the Authority, the Service Provider shall arrange and secure hotel bookings for persons involved in the Removal for the Authority or Escort Service Provider. Unless otherwise specifically authorised by the Authority, all bookings shall be made at the lowest available economic rates, applying non-commissionable special corporate rates where appropriate, in a standard business hotel, near to the port (including airport) with a rating of 3 stars, on a bed and breakfast basis. The Service Provider shall confirm with the Escort Service Provider that the selection is acceptable for carrying out their Service and a list of approved hotels be maintained.

3.8.2 In cases where rebates, commissions or discounts are receivable against the face cost of hotel bookings, either as a result of corporate deals to which the Service Provider has access or for any other reason, the Service Provider shall ensure that all such rebates, commissions or discounts are made available at the time of the booking.

Hotel Booking Cancellations

3.8.3 The Service Provider is required to cancel hotel bookings within 30 minutes of being advised that the booking is no longer required.

ANNEX A SPECIFIC DATA & REPORTING REQUIREMENTS

A.1 INTRODUCTION

A.1.1. The Service Provider shall record and report when requested by the Authority the following minimum data and information requirements for each of the main elements of the Travel Services set out in the sections below. Unless specifically stated otherwise all minimum data requirements will be required to be captured, recorded and be available to be reported on throughout both the Interim and the End State.

A.2 SCHEDULED TRAVEL

A.2.1. The Authority reserves the right to access the raw ticketing data on a monthly basis in order for it to complete its own reporting requirements.

A.2.2. In respect of activities undertaken in relation to scheduled flights the Service Provider shall provide capture (at the point of booking where possible), record and report the following minimum data requirements on a per ticket basis.

Field	Field Description
Ticket Reference	Unique reference number allocated on a per ticket basis.
Removal Reference	Unique reference number relating to a specific removal package to be applied to all subject(s), and any accompanying escorts, and all their individual tickets.
Home Office Reference Number	
Passenger Name Record (PNR)	
Person ID	
Subject Nationality	
Final Destination Country	
Final Destination City	
Traveller Name	TBC
Commissioner Reference	Bookers name
Commissioner Location/Dept	Booking port reference
Status	
Date ticket booked	
Date ticket issued	
Date ticket cancelled	
Time of ticket cancellation	
Cancelled by name Commissioner Reference	Name of person cancelling ticket
Cancelled by Commissioner Location/Dept	Booking port reference
Cancellation reason	Taken from booking/cancellation form
Type	Unaccompanied or escorted or Self Paid?
Route	
Carrier	
Flight Number	
Departure Date	
Departure Time	

Arrival Time at Transit and Final Destinations	
Transit 1	
Transit 2	
Ticket Format	E-ticket or paper
Ticket Authorisation Reference	
Best Value Score	(not needed for self paid cases)
Estimated Cost of Removal	
Ticket Type	Refundable, non-refundable, Low Cost Carriers etc
Ticket Price (£) excl Tax	
Ticket Price (£) inclusive of Tax	
Percentage of Ticket Price against Estimate Cost of Removal (%)	
Cheapest Ticket Price Available (£)	
Benchmark Ticket Price (£)	
Difference Between Ticket Price Paid and Benchmark Ticket Price (£)	
Other Associated Removals Activities	
For Escorted Removals Only:	
Escort Reference(s)	TBC
Escort Name(s)	TBC
Previous Escort Name Provided 1	Field used to capture any previous escort names provided by the Escort Service Provider.
Previous Escort Name Provided 2	
Previous Escort Name Provided 3	
Where applicable:	
Medic Provider Name	
Medic Staff Name	
Medical Equipment Provided	
Cost of Medical Staff	
Cost of Medical Equipment	
Total Cost of Medical Support	
Number of Hotel rooms booked	
Name Of Hotel	
Hotel Location (City)	
Number of nights booked	
Invoice date	
Invoice value	

Table A1: Minimum Data Requirements (Scheduled)

A.3 CHARTER FLIGHTS

A.3.1. In respect of activities undertaken in relation to Charters, the Service Provider shall provide capture, record and report the following minimum data requirements on a per Charter basis.

Field	Field Description
Charter Reference	Unique reference number provided for each Charter arranged.
Charter Company	Name of Charter Company selected to provide Charter service.
Charter Route	
Charter Date	
No. of Service Users Transported (1)	Detainees
No. of Service Users Transported (2)	Other users E.g. Authority Staff, Observers
No. of Escorts	
No. of Crew	
Total Persons on Flight	
For Each Detainee Transported:	
a) Home Office Reference Number	
b) Person ID	
c) Subject Nationality	
d) Final Destination Country	
e) Final Destination City	
f) Traveller Name	
g) Commissioner Location/Dept	
h) Date seat on Charter allocated	Date BVP or Authority allocated the case to charter
i) Type	Escorted or unescorted
j) Medical Equipment Provided	
Commission Paid by Charter Company	
Broker Used	Name of the Broker used by the Service Provider.
Broker Rate	The rate charged by the Broker in respect of their services.
War Risk Insurance (if applicable)	
Charter Company 1	
Charter Company 1 Tender Price (£)	
Charter Company 2	
Charter Company 2 Tender Price (£)	
Charter Company 3	
Charter Company 3 Tender Price (£)	
Charter Company 4	
Charter Company 4 Tender Price (£)	
Authorisation Reference	
Total Number of Service Users	*(Inputs may not be available during Interim State.)*
Total Number of Service Users	*(Inputs may not be available during Interim State)*
Service User 1 Home Office Reference Number	*(Inputs may not be available during Interim State)*

Escort Ratio:Service User Ratio	*(Inputs may not be available during Interim State.)*
Escort Service Provider Name	*(Inputs may not be available during Interim State)*
Total Number of Escorts	*(Inputs may not be available during Interim State)*
Escort Staff Reference 1	*(Inputs may not be available during Interim State.)*
Escort Staff Reference 2	*(Inputs may not be available during Interim State)*
	(Inputs may not be available during Interim State)
Authority Staff	*(Inputs may not be available during Interim State.)*
Authority Staff Reference 1	*(Inputs may not be available during Interim State)*
Authority Staff Reference 2	*(Inputs may not be available during Interim State)*
Total Charter Cost	
Percentage of Total Charter Cost for Charter Hire	
Percentage of Total Charter Cost for Broker Fees	
Where applicable:	*(Inputs may not be available during Interim State)*
Medic Provider Name	*(Inputs may not be available during Interim State.)*
Medic Staff Name	*(Inputs may not be available during Interim State)*
Medical Equipment Provided	*(Inputs may not be available during Interim State)*
Cost of Medical Staff	*(Inputs may not be available during Interim State.)*
Cost of Medical Equipment	*(Inputs may not be available during Interim State)*
Total Cost of Medical Support	*(Inputs may not be available during Interim State)*

Table A2: Minimum Data Requirements (Charters)

A.4 CARRIER COMMISSIONS

A.4.1. In respect of activities receiving Carrier Commissions, the Service Provider shall provide capture, record and report the following minimum data requirements on a per Charter or Carrier basis.

Field	Field Description
Ticket Reference	
Related Home Office Reference Number	
Status	
Carrier Name	
Route	
Ticket Value (£)	
Commission Rate (%)	
Commission Due (£)	
Status	
Commission Received	
Actual Commission Rate (%)	
Difference Between Commission Due and Commission Received (£)	
Date Commission Received by Service Provider from Carrier	
Date Commission Received by Authority	

Invoice Reference Number	
Owner	
Outstanding Commission Actions	
Commission Rate	
Actual Commission Rate	
Benchmark Commission Rate	
Difference Between Commission Rate and Actual Commission Rate	
Difference Between Commission Rate and Benchmark Commission Rate	
Difference Between Actual Commission Rate and Benchmark Commission Rate	

Table A3: Management Information (Carrier Commissions)

A.5 REFUNDS

A.5.1. In respect of activities relating to refunds, the Service Provider shall capture, record and report when requested by the Authority the following minimum data requirements on a per ticket basis. The Service Provider shall clearly differentiate refunds relating to Service Users and those relating to Escort Staff.

Service User Related Refunds

Field Required	Description of Field
Ticket Reference	Ticket reference number.
Status	Refunded, outstanding, no refund available.
Carrier Name	Name of Carrier
Route	Planned route.
Refund Reported Date	The date upon which the Carrier was informed that the ticket was not needed, i.e. the removal was cancelled or rearranged.
Refund Reason	The reason provided by the Authority in respect of the cancellation.
Ticket Format	E-ticket or paper
Ticket Type	Fully refundable, Part Refundable, non-refundable
Commissioner Reference	Bookers name
Commissioner Location/Dept	Booking port reference
Original Ticket Price (£)	Price paid by the Service Provider.
Refundable Element (£)	Element of the price paid which would be refunded, i.e. original ticket price minus any non-refundable elements such as cancellation or administration costs.
Non-Refundable Element (£)	Element of the price paid which would not be refunded, i.e. original ticket price minus any refundable elements.
Percentage of Original Ticket Value Refundable (%)	=(Refundable element/original ticket price)*100
Actual Amount Refunded (£)	Actual amount received by the Authority in respect of the refund.
Percentage of Original Ticket Value Refunded (%)	Actual amount as a percentage of the original price.
Date of Ticket	Date of flight

Refund Due Date	Date upon which the refund is due from the Carrier.
Days Refund Outstanding	Days from end of reporting period until Refund Due Date.
Actual Refund Date	Date upon which refund received by Authority.
Actual Days Refund Outstanding	Days, if any, between the Refund Due Date and Actual Refund Date.
Invoice Ref for Purchase	Invoice reference relating to the invoice relating to the purchase of the ticket.
Invoice Ref for Refund	Invoice reference relating to invoice in which refund paid (netted off) to the Authority.
Home Office Reference Number	Home Office Reference Number relating to the traveller.
Removal reference	
Person ID	
Passenger Name Record - PNR	
Traveller Name	(If allowed) Name of traveller.
Refund Owner & Contact Details	(Service Provider) Staff member responsible for reclaiming refund.
Refund-Related Actions in Period	Actions undertaken by the refund owner or other Service Provider Staff in respect of the refund in the period.
Likelihood of Refund Occurring (%) (Period X)	Estimate of the likely percentage chance of refund occurring.
Likelihood of Refund Occurring (%) (Period X-1)	Previous month's estimate of the likely percentage chance of refund occurring.

Table A4 Minimum Data Requirements (Refunds – Service Users)

Escort (and Other) Related Refunds

Field Required	Description of Field
Ticket Reference	Ticket reference number.
Removal Reference	Unique reference number relating to a specific removal package to be applied to all subject(s), and any accompanying escorts, and all their individual tickets
Status	Refunded or outstanding.
Carrier Name	Name of Carrier
Route	Planned route.
Refund Reported Date	The date upon which the Carrier was informed that the ticket was not needed, i.e. the removal was cancelled or rearranged.
Refund Reason	The reason provided by the Authority or other parties (Escort Service Providers) in respect of the cancellation.
Ticket Format	E-ticket or paper
Ticket Type	Refundable, non-refundable
Original Ticket Price (£)	Price paid by the Service Provider.
Refundable Element (£)	Element of the price paid which would be refunded, i.e. original ticket price minus any non-refundable elements such as cancellation or administration costs.

Non-Refundable Element (£)	Element of the price paid which would not be refunded, i.e. original ticket price minus any refundable elements.
Percentage of Original Ticket Value Refundable (%)	=(Refundable element/original ticket price)*100
Actual Amount Refunded (£)	Actual amount received by the Authority in respect of the refund.
Percentage of Original Ticket Value Refunded (%)	Actual amount as a percentage of the original price.
Date of Ticket	Date of flight
Refund Due Date	Date upon which the refund is due from the Carrier.
Days Refund Outstanding	Days from end of reporting period until Refund Due Date.
Actual Refund Date	Date upon which refund received by Authority.
Actual Days Refund Outstanding	Days, if any, between the Refund Due Date and Actual Refund Date.
Invoice Ref for Purchase	Invoice reference relating to the invoice relating to the purchase of the ticket.
Invoice Ref for Refund	Invoice reference relating to invoice in which refund paid (netted off) to the Authority.
Home Office Reference Number	Home Office Reference Number relating to the traveller.
Traveller Name	(If allowed) Name of traveller.
Refund Owner & Contact Details	(Service Provider) Staff member responsible for reclaiming refund.
Refund-Related Actions in Period	Actions undertaken by the refund owner or other Service Provider Staff in respect of the refund in the period.
Likelihood of Refund Occurring (%) (Period X)	Estimate of the likely percentage chance of refund occurring.
Likelihood of Refund Occurring (%) (Period X-1)	Previous month's estimate of the likely percentage chance of refund occurring.

Table A5: Minimum Data Requirements (Refunds – Escorts)

ANNEX B. REPORTING REQUIREMENTS

B.1 DAILY REPORT

Whilst it is assumed that the Authority will deliver a majority of the daily reporting requirements, it reserves the right to obtain information from the Travel Service Provider in relation to the following.:

B.1.1. The Daily Report shall include at least the following information:

a) Daily reconciled list of all Travel Service-related invoices and their status containing the debit and credit activity for flights booked, including invoice date, invoice value, the Passenger Name, passenger type, Airline, Flight Number, Departure Date, Departure Time, Arrival Time, Departure Country, City From Code, City To Code, Final Destination in PNR, Locator, HO Reference, PID, Removal Reference, Booking Port.

b) Booked tickets which have not yet reached their departure date (containing: Ticket Number, Passenger Name, Nationality, Subject Type, Airline, Flight Number, Departure Date, Departure Time, Arrival Time , Departure Country, City From Code, City To Code, Final Destination in PNR, Locator, HO Reference, PID, Removal Reference, Booking Port.

B.2 WEEKLY REPORT

Whilst it is assumed that The Authority will deliver a majority of the weekly reporting requirements, it reserves the right to obtain information from the Travel Service Provider in relation to the following.:

B.2.1. The weekly report shall cover activity of the preceding Monday to Sunday period and shall include.

a) The number of successful removals in each day of the week (containing: Ticket Number, Passenger Name, Nationality, Ticket Cost, Subject Type, Airline, Flight Number, Departure Date, Departure Time, Arrival Time , Departure Country, City From Code, City To Code, Final Destination in PNR, Locator, HO Reference, PID, Removal Reference, Booking Port, Removal Status, ticket cancelled date, ticket cancelled by, Cancellation Time, cancellation reason);

b) The number of unsuccessful removals in each day of the week (containing: Ticket Number, Passenger Name, Nationality, Ticket Cost, Subject Type, Airline, Flight Number, Departure Date, Departure Time, Arrival Time ,Departure Country, City From Code, City To Code, Final Destination in PNR, Locator, HO Reference, PID, Removal Reference, Booking Port, Removal Status, ticket cancelled date, ticket cancelled by, Cancellation Time, cancellation reason);

B.3 MONTHLY MANAGEMENT INFORMATION REPORT

B.3.1. The Service Provider shall provide the Monthly Management Information Report and shall include the following summary information:

B.3.2. SCHEDULED FLIGHTS SUMMARY

a) Key Carriers: monthly ticket volumes and spend;

b) Key carriers: yearly Gross spend, Refunds and Net spend. Confirming which carriers have route deals attached;

c) Capacity data: Top 20 destinations, both city and country – number of subjects seats used and availability. Show month on month % capacity usage;

d) Booking activity by booking port, split by escorted and unescorted ticket requests;

e) Average ticket cost by destination, split by unescorted, escorted, and escorts. Key destinations, as determined by the authority to be highlighted

f) Volume and cost of low cost carrier tickets purchases and cancellations, by month:

g) List of those cases which were not cancelled prior to their stated departure date and time, yet are not listed as used tickets;

h) Trends (by month) in receipt of ticket bookings (split by escorted and unescorted), calls to help desk, calls to emergency line and when these are happening throughout the day.

i) Self reported KPI failures by type and volume, and as a percentage of Service Requests made that month.

B.3.3. CHARTER FLIGHTS SUMMARY

The Charter Flight Summary shall include:

a) Total aircraft cost of a Charter per route, and average per flight;

b) Number of service users removed per route on a monthly, quarterly and year to date basis.

c) Expenditure per Charter Company per quarter;

B.3.4. CARRIER COMMISSIONS SUMMARY

To be supplied with each (if any) commission invoice received, allowing the authority to confirm the value of the invoice. It should include as a minimum:

a) Flight volumes by ticket number and value by Carrier over the invoice period;

b) Commissions received by Service Provider from the Carriers in the invoice period;

c) Commissions outstanding per Carrier in the invoice period and in total;

B.3.5. REFUNDS SUMMARY

For each ticket in the process of being refunded or having been refunded in the month:

a) Ticket Reference , PID, HO Ref, Removal Ref, name, travel date, date refund received (if any);

b) Service User or Escorting Staff related;

c) Status (refunded or outstanding?);

d) Carrier;

e) Reason given for cancellation/postponement;

f) Original ticket price;

g) Refundable element of original ticket price;

h) Date refund requested;

i) Date of cancellation;

j) Cancelled by;

k) Amount actually refunded;

l) Due date;

m) Date refund outstanding (from date of travel until refund date);

n) Details of those cancelled or unused (those tickets passed their travel date but which have not yet been cancelled) tickets that have not attracted any refund, including cost, ticket reference, carrier and other details as listed in sections a-j immediately above.

And on a consolidated monthly basis:

o) Time period (days) refunds outstanding in total and by Carrier;

p) Value of refunds outstanding in total and by Carrier;

q) Number of refunds outstanding and by Carrier;

B.4 STRATEGIC MANAGEMENT INFORMATION

B.4.1. The Service Provider shall provide quarterly Strategic Management Information report and advice to the Authority aimed at identifying and obtaining potential cost savings in all areas of the Authority's removal programme, thus assisting the Authority in seeking to achieve the maximum value for money in use of public funds. This quarterly report and advice shall include (but not be limited to):

a) Tickets issued and used by quarter, with costs;

b) Refunds by quarter;

c) Capacity used by quarter, and commissions received by quarter;

d) Fare changes, for seasonal and other reasons

e) Ticket types and costs

f) Details of new or renewed route deals specifically negotiated for Authority's use and details of any upcoming end dates of other route deals

g) Use of all carrier deals and the savings achieved

h) Review of KPI's, to include at least a monthly breakdown of KPIs missed and identified service failures

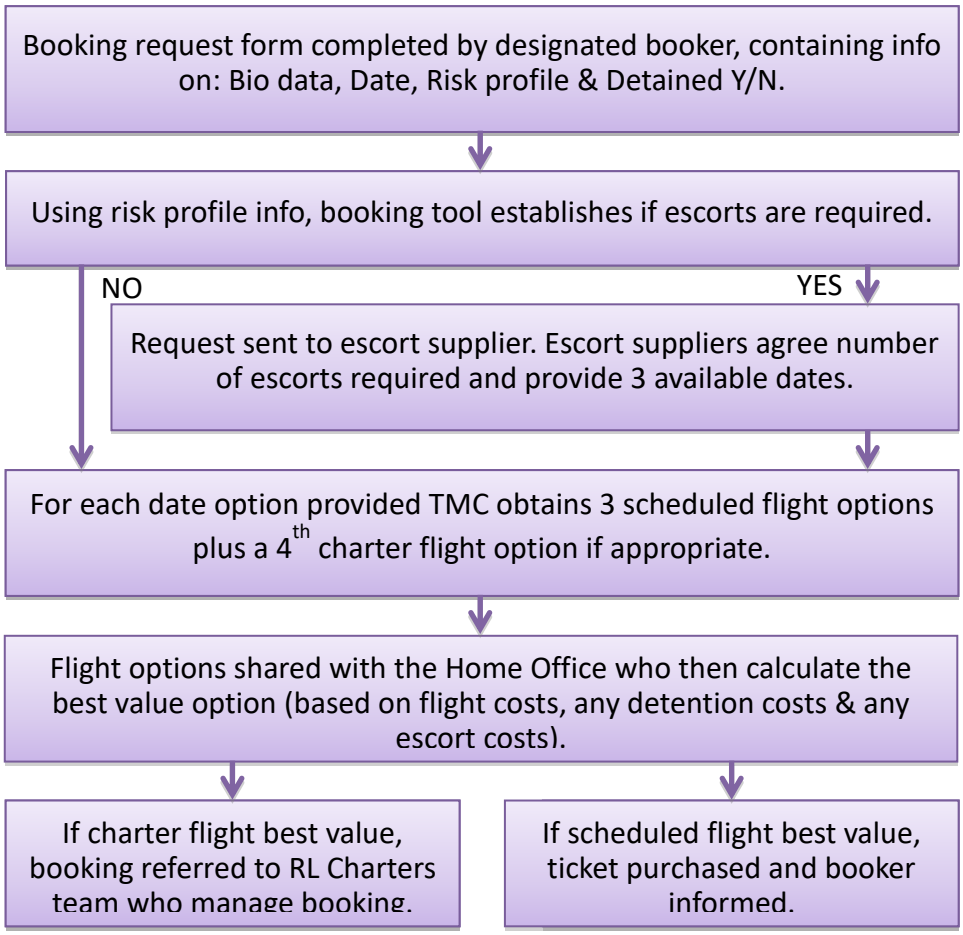
i) Review of charter programme and assessment of any perceived weakness or potential improvements that could be explored

ANNEX C. HIGH LEVEL TRAVEL SERVICE BOOKING PROCESS

C.1 Process Overview

Figure C1 below shows the high level process flow for obtaining a travel booking for a returnee. This covers the end to end process, and the Service Provider will be required to meet the contractual obligations as detailed within this schedule D, which are part of the process below

Figure C1: High level travel booking and cancellation process



Cancellation Process

Charters: RL Charter team will liaise with bookers directly, no TMC involvement.
Scheduled Flights: Using new IT process, “close to” real time cancellation notifications. If Case Owner, escorts or DEPMU cancel, this automatically cancels the booking with the TMC.

ANNEX D. THE BEST VALUE PROCESS

D.1 Process Overview

Best Value Process

The **Best Value Process** is the process by which the Authority will obtain the best value package for a removal using the Best Value Calculator (BVC). This process recognises that ticket price is only one factor in the total cost of a removal, and there will be instances where a more expensive ticket could result in a lower overall removal cost when other cost factors are taken into account.

The **Best Value Calculator** is the Authority's system hosted on the Authority's Information Hub that calculates the most cost effective removal to be booked, including the decision as to whether the returnees should be retuned on a scheduled or charter flight. The Travel Service provider will be required to provide flight options to the Authority which will then be processed by the Hub's Best Value Calculator. The Travel Service Provider will then be required to book the option that is requested by the Home office following an instruction from the hub.

The Authority considers a number of factors (cost and non cost) used in the Best Value Process. The Authority reserves the right to alter the factors to be taken into account in the Best Value Process during the life of the contract. Where any change in the factors in the Best Value Process change the inputs required from the Service Provider, this will be at no cost to the Authority.

In addition to the cost factors carrier and route robustness is considered a key factor in removals, this robustness being demonstrated by success rates for removals on carriers and routes. This success factor will be used to provide a weighted option for the removal.

Service Provider Inputs to the Authority.

For unescorted bookings, upon receipt of a Service Request the Service Provider will be required to identify 3 potential dates for travel. For each date the Service Provider will provide 3 flight options for each day. For escorted bookings , upon receipt of 3 escort availability dates from the Escorting Service Provider, 3 flight options for each date will be provided.
In both circumstances the Service Request with be processed with due regard for the information held in the Travel Information Guide, including any referenced preferred carrier options.

The options to be generated shall be as follows:

Removal Type	Option 1	Option 2	Option 3
Unescorted	Date Requested[a] (Flight Options x3)	Alternative Date 1[a] (Flight Options x3)	Alternative Date 2[a] (Flight Options x3)
Escorted	ESP Date Option 1[b] (Flight Options x3)	ESP Date Option 2[b] (Flight Options x3)	ESP Date Option 3[b] (Flight Options x3)

[a] **Date Requested**: Date requested by Case Owner. If no date is requested then this shall be the first available date that meets the Service Requests details

b **ESP Date Options**: are dates provided by the Escort Service Provider when escorts are available, with ESP Date Option 1 being the earlier departure date.

For each generated option the Service Provider shall provide the following inputs into the Authority's Best Value Calculator:

Inputs for both Escorted and Unescorted Flights

a) Scheduled Flight Ticket Costs

b) Number of travellers by Type (Returnee, Escorts, Medical Escorts, Other)

Additional Inputs (Escorted Flights only)

c) Accommodation costs (if any)

Best Value Calculator

The Authority will use the Service Provider's inputs, along with other the data inputs to generate a number of weighted options for each removal as below:

Removal Type	Number Scheduled Options	Number Charter Options	Total BVC Options
Unescorted (Non Charter Destinations)	9	0	9
Escorted (Non Charter Destinations)	9	0	9
Unescorted * (Charter Destinations)	9	1	10
Escorted * (Charter Destinations)	9	1	10

* For destinations with Authority charter flights the charter flight shall also be calculated as an option to determine if this offers best value for the removal.

The Authority will calculate the most cost effective weighted option (**Best Value Option**) from the data inputs, and require the booking of a scheduled ticket, or reserve a seat on the charter (as applicable)

The Authority reserves the right to inform the Service Provider if a potential option provided is not practicable at the point of request, upon receipt of the options from the Service Provider, or later in the process. If the Authority so chooses it may require the Service Provider to generate new options for the removal.

Service Provider Ticket Booking

The Authority will inform the Service Provider, via the Authority's Information Hub of the chosen Best Value Option (The option generated by the Best Value Calculator) to be booked.

Scheduled Flights: In respect of schedule flights the Service Provider shall book the Best Value Option presented by the Authority, confirming the booking to the Authority in accordance with timescales given in this Schedule D.

Charter Flights: In respect of Charter Flights, where this is chosen as the Best Value Option the Service Provider will have no further responsibility with the Authority's Charter Team having responsibility for booking the returnee on the charter flight.